

*You may now either refill your prescriptions on the web or by phone. To refill your prescription on the web, please use the ****TRICARE Online Prescription Refill site**. click on "TRICARE Online Prescription Refill" on the left. If you have a touch tone phone and would like to refill your prescriptions by telephone, please call (808) 433-6962 and follow the instruction prompt.*

All patients must use the Automated Prescription Refill System when requesting prescription refills.

Prescription refills processed prior to 3:30 pm will be ready for pick-up when the Pharmacy opens the next business day. Prescription refills not picked-up after 14 days from the scheduled pick-up date, will be returned to stock and need to be reordered. If you have difficulties calling-in your refills due to a misplaced prescription number or the system tells you that you are calling in too early, contact the pharmacy where you would like to pick up your refills.

Prescriptions refills may not be requested prior to 14 days from the next refill due date.

If you have a touchtone telephone our Automated Prescription Refill System is easy to use. You can request a prescription refill, receive information about your medication, and hear the pharmacy hours of operation. To refill a prescription or access information, select the pharmacy where you wish to refill your prescription(s) or receive information by pressing the corresponding number on your touchtone phone. Then listen and choose an item from the main menu by following the simple instructions, or follow the step-by-step guide below. Once you are familiar with the menu options, you may key ahead. You can end your call anytime by hanging up.

When prompted, enter the last four numbers of your sponsor's social security number followed by the pound sign (#).

Enter the six or seven digit prescription number followed by the pound sign (#). The prescription number is located in the upper left hand corner of the prescription label. For example, your prescription number is RXT1234567; you will enter 1234567.

The patient's valid military ID must be presented to pharmacy staff when requesting prescriptions to be dispensed. This applies to all beneficiaries 15 years of age and older including spouse, parent, child, or guardian this policy is in accordance with AR 40-3 Chapter 11-13(j) and AR 40-66 Chapter 2-6 requiring proper identification of patients and privacy of all patient prescription records. By presenting the patient's valid military ID when requesting a prescription, the bearer of the ID demonstrates that the patient has given permission for t person to obtain the prescription.

If you have any additional questions concerning your refills, please call your respective pharmacy and speak to a pharmacy staff member.

****TRICARE Online Prescription Refill site** is not maintained by Tripler AMC or Tripler AMC Department of Pharmacy. To use the TRICARE Online Prescription Refill site registration is required. For all issues related to TRICARE Online Prescription Refill site should be directed to [TRICARE Online Customer Service](#)